



Adverse Incident Reporting Instructions



Provider Organizations

December 31, 2012



Adverse Incident Reporting Quick Reference Sheet

System Requirements and Browser Settings:

- **Firewall Settings** may need adjusting to allow the web application to display.
- Internet Connection
- Internet Browser:
 - Microsoft Internet Explorer 6.0 or newer - Recommended
 - Firefox – current version
- Disable all Pop-Up blockers

Contacts:

Application How To Questions & Security Access:

KDOA Help Desk
Phone: (785) 296-4987 or (800) 432-3535
E-Mail: HelpDesk@aging.ks.gov

Questions about the Policies and Guidelines:

Phone: (800) 432-3535

Accessing the Application:

1. Access the KDOA Provider Information Resource Web Site. - www.aging.ks.gov
2. Click the **Web Applications** button under the “Applications Link” section on the right side of the page.

Logging-In:

Once the Login page is displayed.

1. Type the **User Name**.
2. Type the **Password**.
3. Click the **OK** button.
4. Click on the **AIR** button.

Create an AIR Report:

1. Data enter all required fields. Required fields are noted by the red star next the label.
2. Click the **Create** button.
3. If additional information is data entered, click on the **Apply Changes** button to save.
4. When data entry is complete, click the **Submit the Report to KDADS** button.
5. All fields will become disabled.

Provider Reports Submitted Navigation Tab: (On the right side of the application window)

The report displays a listing of all the customers with reports that are associated with the users Organization.

Logging-Out:

When you will not be using the application for a period of time, the program should be closed for security reasons.

1. In the upper right corner of the window click on the **Logout** link.

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General Instructions

Overview

The Adverse Incident Reporting (AIR) Application is a KDADS web application.

System Requirements and Browser Settings

- **Firewall Settings** may need added.
 - To check if you will be able to access the KDADS Web Application site, follow the steps on pages 3-4. If the sign in page does not display, our site will need to be added to your firewall. Please contact the KDADS Help Desk for the specific address/port to be added to the firewall.
 - Internet Connection
 - Internet Browser:
 - Microsoft Internet Explorer 6.0 or newer - Recommended
 - Firefox – current version
 - Disable all Pop-Up blockers
-

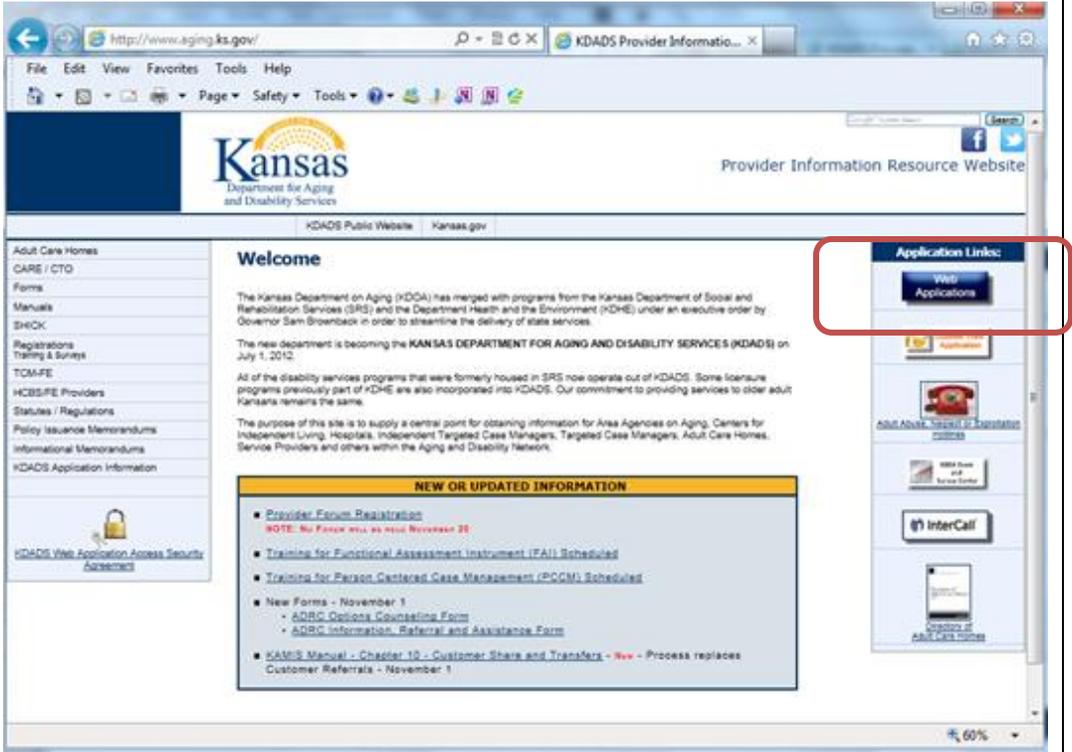
Contact Persons

Issue	Contact Person
Application How To Questions Password Change	KDADS Help Desk Phone: (785) 296-4987 or (800) 432-3535 E-Mail: HelpDesk@kdads.ks.gov
Questions about the AIR Policies and Guidelines.	Phone: (800) 432-3535

Accessing the Application

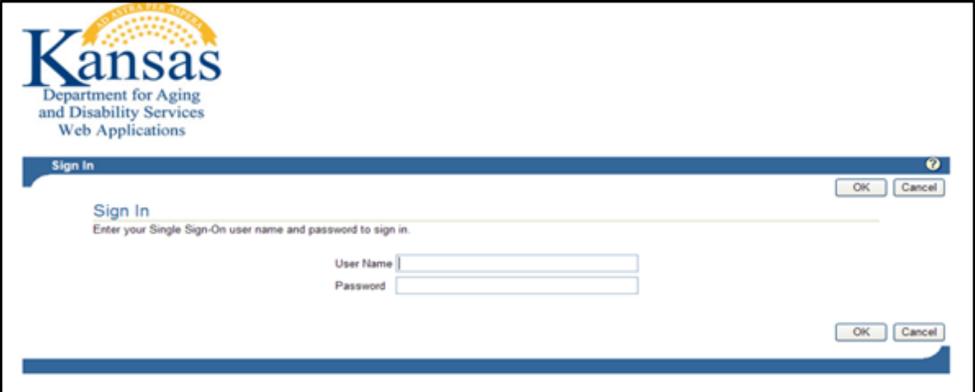
Introduction Use Microsoft Internet Explorer or FireFox browser to access the KDADS web application site. All KDADS Web Applications are secured and encrypted.

How To Follow the steps in the table below to accessing the login page for the KDADS Web Application.

Step	Action	Result
1.	Open the internet browser. Access the KDADS Provider Information Resource Web Site. www.aging.ks.gov	The KDADS Provider Web Site Home Page will be displayed.
		
2.	Select the Web Applications link under the “Applications Link”.	The KDADS Web Application Login page will display.

Logging-In

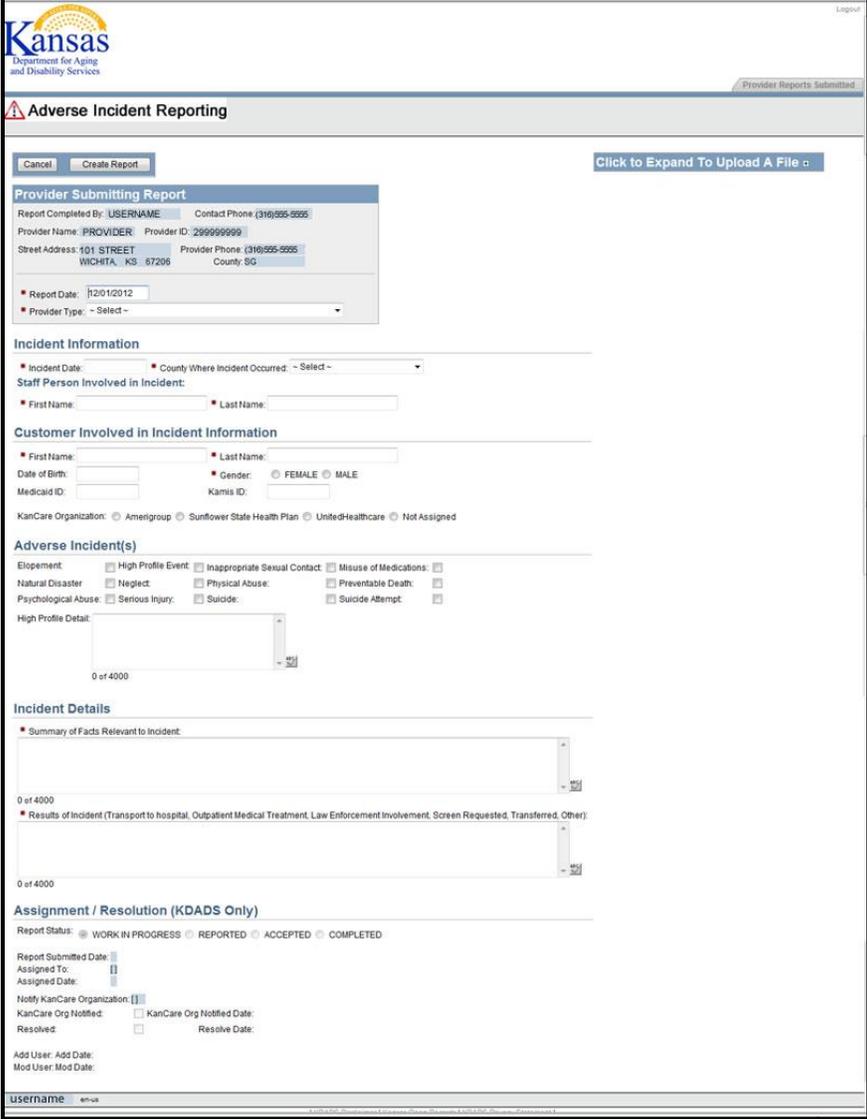
How To Follow the steps in the table below to complete the Login process.

Step	Action	Result
1.	Once the Login page is displayed. Type the User Name . Press Tab .	Insertion point advances.
		
2.	Enter Password . If it is the first time signing into the application, use the initial password that was issued in the e-mail from the KDADS Information Services Division. Click the OK button.	The Web Application Home page will display.

Accessing the AIR Application

How To Follow the steps in the table below to access the Adverse Incident Reporting (AIR) application.

Step	Action	Result
1.	To access the AIR Application, click on the Adverse Incident Reporting (AIR) button on the Web Applications Home Page.	
2.	Opens to the reporting page of the AIR Application.	



Adverse Incident Reporting

Cancel Create Report Click to Expand To Upload A File

Provider Submitting Report

Report Completed By: USERNAME Contact Phone: (316)555-5555
 Provider Name: PROVIDER Provider ID: 2999999999
 Street Address: 101 STREET WICHITA, KS 67206 Provider Phone: (316)555-5555 County: SG
 Report Date: 12/01/2012
 Provider Type: - Select -

Incident Information

Incident Date: County Where Incident Occurred: - Select -
 Staff Person Involved in Incident:
 First Name: Last Name:
 Customer Involved in Incident Information
 First Name: Last Name:
 Date of Birth: Gender: FEMALE MALE
 Medicaid ID: Kansas ID:
 KanCare Organization: Amerigroup Sunflower State Health Plan United-Healthcare Not Assigned

Adverse Incident(s)

Elopement: High Profile Event: Inappropriate Sexual Contact: Misuse of Medications:
 Natural Disaster: Neglect: Physical Abuse: Preventable Death:
 Psychological Abuse: Serious Injury: Suicide: Suicide Attempt:
 High Profile Detail:
 0 of 4000

Incident Details

Summary of Facts Relevant to Incident:
 0 of 4000
 Results of Incident (Transport to hospital, Outpatient Medical Treatment, Law Enforcement Involvement, Screen Requested, Transferred, Other):
 0 of 4000

Assignment / Resolution (KDADS Only)

Report Status: WORK IN PROGRESS REPORTED ACCEPTED COMPLETED
 Report Submitted Date:
 Assigned To:
 Assigned Date:
 Notify KanCare Organization:
 KanCare Org Notified: KanCare Org Notified Date:
 Resolved: Resolve Date:
 Add User: Add Date:
 Mod User: Mod Date:
 username

Creating / Saving and Submitting the Adverse Incident Report

Introduction The AIR Report is not created until it is saved. In order for the reporting process to be completed, the form will need to be submitted to KDADS.

How To Follow the steps in the table below to create/save a Report.

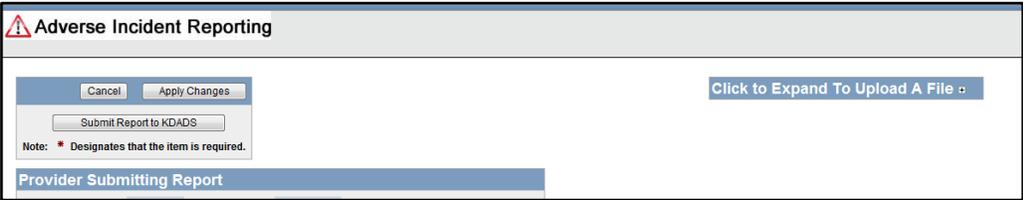
Step	Action	Result
1.	Complete the required reporting form fields.	
2.	Above the "Provider Submitting Report" heading, click on the Create button.	The report will be created.

The screenshot shows the 'Adverse Incident Reporting' interface. At the top left is the Kansas Department for Aging and Disability Services logo. A 'Logout' link is in the top right. Below the logo is a 'Provider Adverse Incident Listing' tab. The main heading is 'Adverse Incident Reporting' with a warning icon. Below this are 'Cancel' and 'Create Report' buttons. A note states: 'Note: * Designates that the item is required.' The 'Provider Submitting Report' section contains the following information: Report Completed By: TEST USER, Contact Phone: 785-296-4987, Provider Name: ABLE U HOME HEALTH SERVICES, Provider ID: 200546670, KDADS Provider Org Nbr: 5693, Street Address: 4236 INDIANA TERRACE, OTTAWA, KS 66067, Provider Phone: (785) 242-2080, County: FR. Below this are two required fields: 'Report Date' with a dropdown menu showing '01/01/2013' and 'Provider Type' with a dropdown menu showing '~ Select ~'. The section is titled 'Incident Information' at the bottom.

Continued on next page

Creating / Saving and Submitting the Adverse Incident Report (Continued)

How To Continued

Step	Action	Result
3.	Two additional regions will display. <ul style="list-style-type: none"> • “Submit to KDADS” Button • “Click to Expand To Upload A File” Region 	
		
4.	Click on the Submit to KDADS button.	The Report will be saved and all fields will be displayed as read only. An e-mail will be forwarded to the appropriate KDADS staff for action.

Field Requirements (Continued)

Field Requirements Continued

Incident Information Region	
Incident Date	Required. Date of the incident.
County where incident occurred	Required. County where the incident occurred. This will facilitate the KDADS assignment.
Staff person involved in incident: First/Last Name	Required. The actual person involved with the incident. This may not be the same as the user entering the report.
<div style="border: 1px solid black; padding: 10px;"> <p>Incident Information</p> <p>* Incident Date: <input type="text" value="12/31/2012"/> * County Where Incident Occurred: <input type="text" value="OS - OSAGE"/></p> <p>Staff Person Involved in Incident:</p> <p>* First Name: <input type="text" value="GRAY"/> * Last Name: <input type="text" value="SLATE"/></p> </div>	
Customer Involved in Incident Information Region	
First/Last Name of Customer	Required.
Date of Birth	Required.
Gender	Required.
Medicaid ID	
KAMIS ID	
SAPT Block Grant ID	
KanCare Organization	Required only if there is a Medicaid ID entered.
<div style="border: 1px solid black; padding: 10px;"> <p>Customer Involved in Incident Information</p> <p>* First Name: <input type="text" value="FRED"/> * Last Name: <input type="text" value="FLINTSTON"/></p> <p>* Date of Birth: <input type="text" value="12/12/1980"/> * Gender: <input type="radio"/> FEMALE <input checked="" type="radio"/> MALE</p> <p>Medicaid ID: <input type="text" value="00112233445"/> Kamis ID: <input type="text" value="123456"/> SAPT Block Grant ID: <input type="text" value="12345678910abcd"/></p> <p>* KanCare Organization: <input type="radio"/> Amerigroup <input type="radio"/> Sunflower State Health Plan <input type="radio"/> UnitedHealthcare <input type="radio"/> Value Options <input checked="" type="radio"/> Not Assigned</p> </div>	

Continued on next page

Field Requirements (Continued)

Field Requirements Continued

Adverse Incident(s) Region	
Elopement	At least one option is required to be selected.
High Profile Event	At least one option is required to be selected.
High Profile Detail	Required if "High Profile Event" is checked.
Inappropriate Sexual Contact	At least one option is required to be selected.
Misuse of Medications	At least one option is required to be selected.
Natural Disaster	At least one option is required to be selected.
Neglect	At least one option is required to be selected.
Physical Abuse	At least one option is required to be selected.
Preventable Death	At least one option is required to be selected.
Psychological Abuse	At least one option is required to be selected.
Serious Injury	At least one option is required to be selected.
Suicide Attempt	At least one option is required to be selected.
Suicide	At least one option is required to be selected.

Adverse Incident(s)

Elopement: High Profile Event: Inappropriate Sexual Contact: Misuse of Medications:

Natural Disaster: Neglect: Physical Abuse: Preventable Death:

Psychological Abuse: Serious Injury: Suicide: Suicide Attempt:

High Profile Detail:

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Continued on next page

Field Requirements (Continued)

Field Requirements Continued

Incident Details Region	
Summary of Facts Relevant to Incident	Required.
Results of Incident (Transport to hospital, Outpatient Medical Treatment, Law Enforcement Involvement, Screen Requested, Transferred, Other)	Required.
<div style="border: 1px solid black; padding: 10px;"> <p>Incident Details</p> <hr/> <p>* Summary of Facts Relevant to Incident:</p> <div style="border: 1px solid #ccc; padding: 5px; min-height: 40px;"> <p>This is where you put the summary of the Adverse Incident. There are 4000 characters available and spell check available also.</p> </div> <p style="font-size: small;">126 of 4000</p> <p>* Results of Incident (Transport to hospital, Outpatient Medical Treatment, Law Enforcement Involvement, Screen Requested, Transferred, Other):</p> <div style="border: 1px solid #ccc; padding: 5px; min-height: 40px;"> <p>This is where you put the results of the Adverse Incident. There are 4000 characters available and spell check available also.</p> </div> <p style="font-size: small;">126 of 4000</p> </div>	

Continued on next page

Field Requirements (Continued)

Field Requirements Continued

Assignment / Resolution (KDADS Only) Region	
Report Status	Required. The status will automatically change when the Provider clicks on the "Submit Report to KDADS" button.
Report Submitted Date	Automatically fills when the status changes to "Reported".
Assigned To	Required when the status is changed to "Accepted".
Assigned Date	Required when there is an entry in the Assigned To field.
KanCare Organization for Re-notification	
KanCare Org Notified Date	Required when there is an entry in the Notify KanCare Organization field.
Resolved	Required when the status is changed to "Completed".
Resolve Date	Required when there is an entry in the Resolved field.
Resolution Comment	
Correspondence History	

Cancel
Apply Changes

Note: * Designates that the item is required.

Assignment / Resolution (KDADS Only)

Report Status: WORK IN PROGRESS REPORTED ACCEPTED COMPLETED

Report Submitted Date:

Assigned To:

Assigned Date:

KanCare Organization for Re-Notification: Re-Send KanCare Organization E-Mail

KanCare Org Initial Notified Date:

Resolved: Resolve Date:

Resolution Comment:

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Correspondence History

Correspondence Type	Date	Subject	From	E-Mail Sent To KanCare Organization
EMAIL	12/07/2012	AIR Submitted ABLE U HOME HEALTH SERVICES-BU	TRAININGUSER	AMERIGROUP - MCO
EMAIL	12/07/2012	AIR Submitted ABLE U HOME HEALTH SERVICES-BU	TRAININGUSER	SUNFLOWER STATE HEALTH PLAN - MCO

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Form Status

Report Status The table below lists all the report statuses available and the purpose.

Status	Purpose
Work In Progress	Initial status prior to the report being created or while it is being completed by the Provider.
Reported	The provider has completed data entry of the report and has submitted the report to KDADS for action.
Accepted	Indicates that KDADS has seen the report.
Completed	Indicates that the KDADS portion of the report has been completed.

AIR Reports Submitted by a Provider

Introduction

Click on the Provider Reports Submitted Tab at the upper right of the page. The report displays the customers with Adverse Incident Reports that have an association with the users Organization.

The report is interactive with a search field. Enter the criteria and click on the “Go” Button. Additional sorting and filtering options as well as a download utility can be found under the “Gear” icon.

Search Field

The screenshot shows the 'Adverse Incident Reporting' page. At the top left is the Kansas Department for Aging and Disability Services logo. The page title is 'Provider Adverse Incident Listing'. Below the title is a section for 'Adverse Incident Reports Submitted'. A search field with a magnifying glass icon is highlighted by a red arrow. To the right of the search field are 'Rows: 15', a 'Go' button, and a gear icon. Below the search field is a table with columns: Edit, Report Date, Incident Date, Report Submitted Date, Report Resolve Date, Report Status, Customer Last Name, Customer First Name, Provider Name, and Provider Type. The table contains three rows of data.

Edit	Report Date	Incident Date	Report Submitted Date	Report Resolve Date	Report Status	Customer Last Name	Customer First Name	Provider Name	Provider Type
	12/04/2012	12/04/2012	12/15/2012	12/31/2012	COMPLETED	FLINTSTONE	FRED	ABLE U HOME HEALTH SERVICES	Frail Elderly
	12/07/2012	11/30/2012	12/07/2012	-	REPORTED	SLATE	GRANT	ABLE U HOME HEALTH SERVICES	Physically Disabled
	12/05/2012	12/08/2012	12/05/2012	-	REPORTED	PET	DNO	ABLE U HOME HEALTH SERVICES	PSYCHIATRIC RESIDENTIAL TREATMENT FACILITY

The report is also interactive by utilizing the column headings to sort or filter by the content.

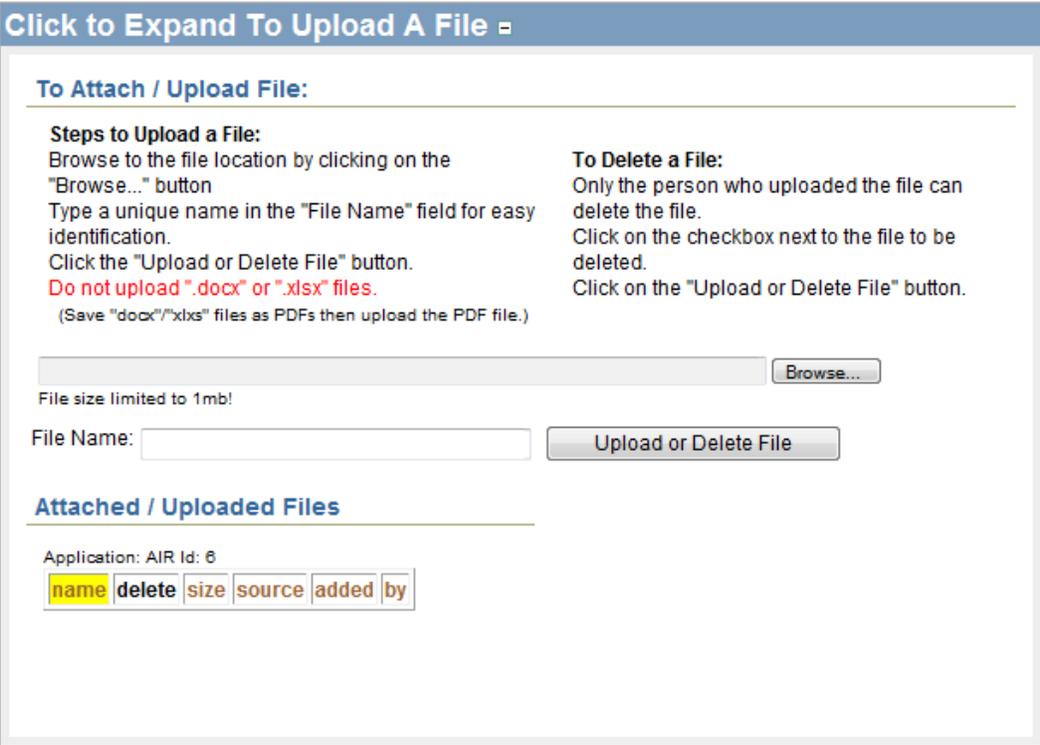
The screenshot shows the 'Provider Reports Submitted' page. At the top left is the Kansas Department for Aging and Disability Services logo. The page title is 'Provider Reports Submitted'. Below the title is a section for 'Provider Reports Submitted'. A 'Create Report' button is visible. A search field with a magnifying glass icon is present. To the right of the search field are 'Rows: 15', a 'Go' button, and a gear icon. Below the search field is a table with columns: Edit, Report Date, Incident Date, Customers Last Name, Customer First Name, Report Status, Report Assigned To, Assigned Date, and Resolved Date. A red box highlights the 'Report Status' column header, and a red arrow points to a dropdown menu that is open over it, showing options: ACCEPTED, REPORTED, and REPORTED. The table contains six rows of data.

Edit	Report Date	Incident Date	Customers Last Name	Customer First Name	Report Status	Report Assigned To	Assigned Date	Resolved Date
	11/30/2012	11/30/2012	PERSON	CUSTOMER	REPORTED	N	12/02/2012	-
	12/01/2012	12/01/2012	FLINTSTONE	FRED	REPORTED	N	-	-
	12/01/2012	11/30/2012	FLINTSTONE	WILMA	REPORTED	N	12/01/2012	12/02/2012
	12/01/2012	11/15/2012	DOGG	DEPUTY	REPORTED	-	-	-
	12/02/2012	12/02/2012	JETSON	JUDY	REPORTED	-	-	-
	12/02/2012	12/02/2012	BOOP	BETTY	REPORTED	-	-	-

Upload File Attachment Utility

Introduction At times, it is necessary for additional information to be attached to the report. All attached files are associated with the AIR worksheet.

How to Attach a File Follow the steps below to attach a file to a specific report.

Step	Action	Results								
1.	Click on the “+” at the end of the region. The region will expand.									
2.	In the Attachments region, click on the Browse button	The “Choose File to Upload” dialog box displays.								
3.	Browse to the saved document to be attached.	For best results attach only the following type of documents:								
	<table border="1"> <thead> <tr> <th>Document Type</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>Word or Excel</td> <td>Convert documents to Acrobat Reader format (pdf) before attaching</td> </tr> <tr> <td>PDF (Acrobat)</td> <td>Attach with no additional steps needed</td> </tr> <tr> <td>Graphics</td> <td>Attach JPG or GIF type graphics – do not attach TIF files</td> </tr> </tbody> </table>		Document Type	Action	Word or Excel	Convert documents to Acrobat Reader format (pdf) before attaching	PDF (Acrobat)	Attach with no additional steps needed	Graphics	Attach JPG or GIF type graphics – do not attach TIF files
Document Type	Action									
Word or Excel	Convert documents to Acrobat Reader format (pdf) before attaching									
PDF (Acrobat)	Attach with no additional steps needed									
Graphics	Attach JPG or GIF type graphics – do not attach TIF files									

Upload File Attachment Utility (continued)

How to Attach a File continued

Step	Action	Results
4.	On the Choose File to Upload dialog box, click on Open button	File is selected and entered into the Upload File field.
5.	Enter a Name in the File Name field.	
6.	Click on Upload or Delete File button	Completes the upload. Table of the attached files is displayed.

Click to Expand To Upload A File ▾

To Attach / Upload File:

Steps to Upload a File:
 Browse to the file location by clicking on the "Browse..." button
 Type a unique name in the "File Name" field for easy identification.
 Click the "Upload or Delete File" button.
Do not upload ".docx" or ".xlsx" files.
 (Save "docx"/"xlsx" files as PDFs then upload the PDF file.)

To Delete a File:
 Only the person who uploaded the file can delete the file.
 Click on the checkbox next to the file to be deleted.
 Click on the "Upload or Delete File" button.

Browse...

File size limited to 1mb!

File Name:

Upload or Delete File

Attached / Uploaded Files

Application: AIR Id: 6

name	delete	size	source	added	by
Contact Listing	<input type="checkbox"/>	462,387	Contact List.pdf	12/02/2012 02:58:49	USERNAME

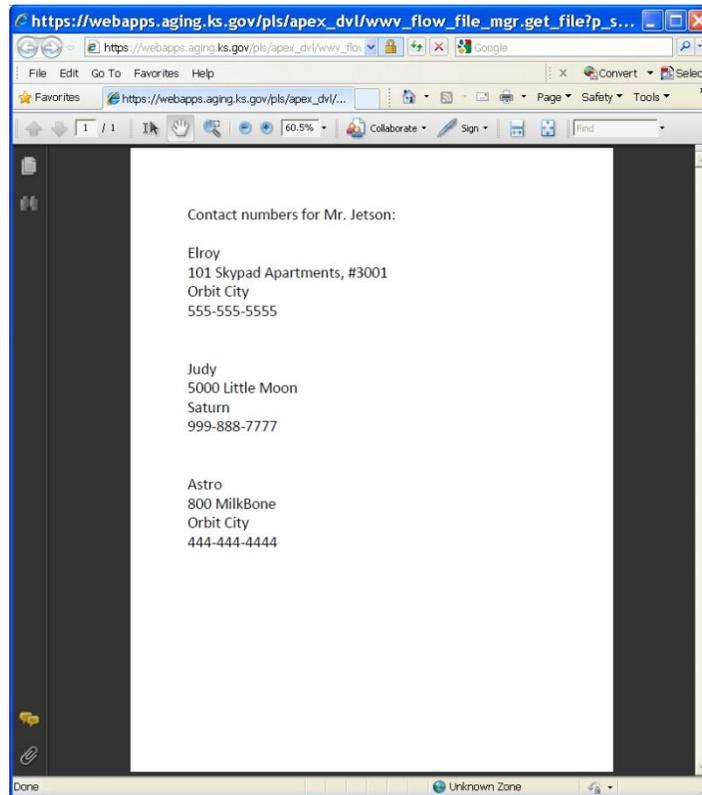
Note: If the file is too large, a warning notice will be displayed that the file was too large and was deleted.



Viewing an Attachment

How to View the File Follow the steps below to view an attached file on a specific report.

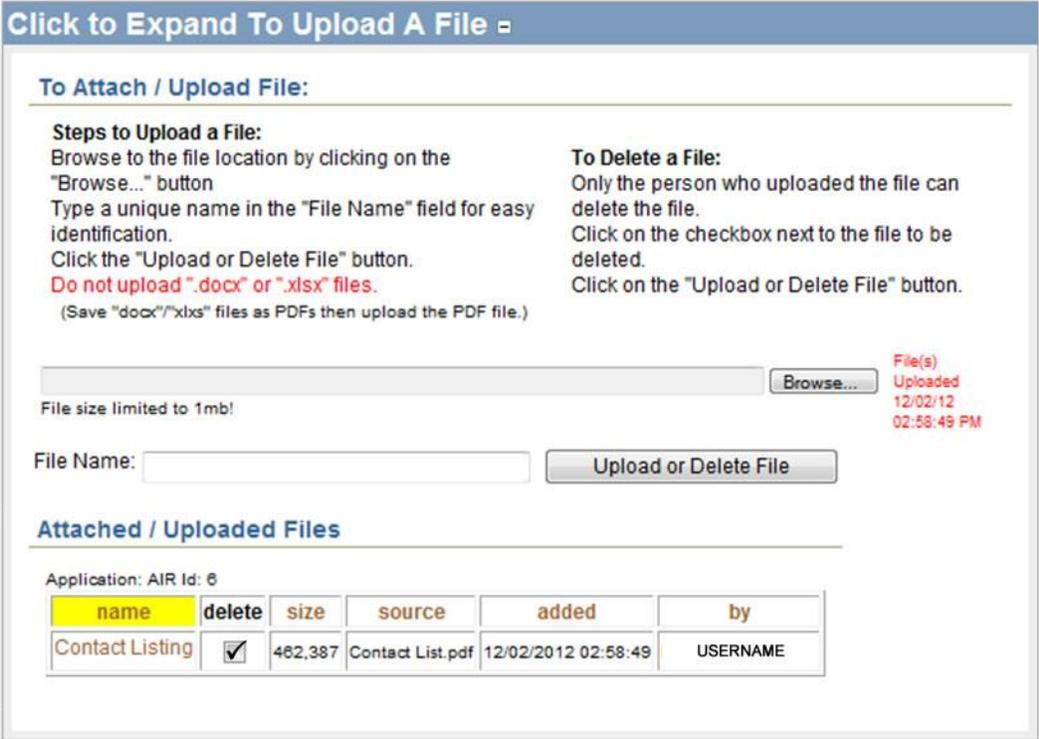
Step	Action	Results
1.	Click on the file name	"Contact Listing" in the above example
2.	The document will open in a separate window.	



Deleting an Attachment

Introduction The delete option is only available to the user who originally attached the file.

How to Delete a File Follow the steps below to delete an attached file on a specific report.

Step	Action	Results												
1.	In the Attachments region, click on the check box under the delete column.													
 <p>Click to Expand To Upload A File =</p> <p>To Attach / Upload File:</p> <p>Steps to Upload a File: Browse to the file location by clicking on the "Browse..." button Type a unique name in the "File Name" field for easy identification. Click the "Upload or Delete File" button. Do not upload ".docx" or ".xlsx" files. (Save ".docx"/".xlsx" files as PDFs then upload the PDF file.)</p> <p>To Delete a File: Only the person who uploaded the file can delete the file. Click on the checkbox next to the file to be deleted. Click on the "Upload or Delete File" button.</p> <p>File size limited to 1mb!</p> <p>File Name: <input type="text"/> <input type="button" value="Browse..."/> <input type="button" value="Upload or Delete File"/></p> <p>Attached / Uploaded Files</p> <p>Application: AIR Id: 6</p> <table border="1"> <thead> <tr> <th>name</th> <th>delete</th> <th>size</th> <th>source</th> <th>added</th> <th>by</th> </tr> </thead> <tbody> <tr> <td>Contact Listing</td> <td><input checked="" type="checkbox"/></td> <td>462,387</td> <td>Contact List.pdf</td> <td>12/02/2012 02:58:49</td> <td>USERNAME</td> </tr> </tbody> </table> <p>File(s) Uploaded 12/02/12 02:58:49 PM</p>			name	delete	size	source	added	by	Contact Listing	<input checked="" type="checkbox"/>	462,387	Contact List.pdf	12/02/2012 02:58:49	USERNAME
name	delete	size	source	added	by									
Contact Listing	<input checked="" type="checkbox"/>	462,387	Contact List.pdf	12/02/2012 02:58:49	USERNAME									
2.	Click the Upload or Delete File button.	File is deleted from the system.												

Logging-Out

Introduction

When the user will not be using the application for a period of time, log off the program for security reasons.

How To

Follow the steps in the table below to exit the application.

Step	Action	Result						
1.	In the upper right corner of the window, there are three navigational options.							
<table border="1"><thead><tr><th>Link</th><th>Action</th></tr></thead><tbody><tr><td>Logout</td><td>The browser will return to the Log-in page</td></tr><tr><td>KDADS Home Page</td><td>Returns back to the KDADS Home Page for further access options.</td></tr></tbody></table>			Link	Action	Logout	The browser will return to the Log-in page	KDADS Home Page	Returns back to the KDADS Home Page for further access options.
Link	Action							
Logout	The browser will return to the Log-in page							
KDADS Home Page	Returns back to the KDADS Home Page for further access options.							
